

NH Quality Council

11-15-17

Attending: Jim Piet, Mary St. Jacques, Kenneth Ferreira, Lisa Beaudoin, Cathy Spinney, Heather Donnell, Jonathan, Karen Blake, Ken Lindberg, Isadora Legendre, Stephanie Patrick, Deb Opramolla, Linda Bimbo

Meeting opened at 10:05. Terry stepped in to take minutes. Terry will be recording minutes to assist. Newly Seated members - Ken Ferreira board member (Region 10) , Emily Manire Private Provider Network Karen Blake for Family Support Council – Laurie Giguere will now be the alternate.

Approval of Minutes: Jonathan moved to accept minutes, Stephanie Patrick seconded. Majority in favor with Kenneth Ferreira , Karen Blake, and Lisa Beaudoin abstaining.

E-Studio Refresher – Ken Lindberg

Cathy discussed the ease of using this tool. Ken Lindberg to give a refresher on how to use. Cathy indicated it was a tool used by the council more frequently in the past and she would like to have the council using it again.

Ken gave history of e-studio and its use by the bureau. This happened during the time of Matt Ertas. Now have 30 workgroups and 450 users. BDS maintains control of their own e-studio. Maureen DiTomaso is also someone who can help if users need assistance. Ken will send his power point. There are space limitations due to the large use of the system. Please remove old documents to allow for greater use. Be sure to use the address that Ken provided on the powerpoint. Difficulty with password he can help. There is a calendar to allow for meeting set up. You can update your profile information. You can also initiate e-mail from here. (Reception page may not look up to date. IF you have something please send it to Ken. E-studio is secure so items are often transferred via e-studio.) Workspace is the area that is used most often by groups like QC. You can put one document up and make comments on the document. Most people just make comments about the document rather than downloading and changing. If you make a comment you can click a button that lets people know you have added a comment and want them to know that. Please don't sign out documents as it makes it impossible for anyone else go open them. System is fairly user friendly.

To send e-mail from e-studio hit select e-mail notification button, select appropriate group and then decide who you are sending it to. If you haven't used e-studio in about a year you may have been removed. Lisa – where do we go to get access to e-studio? Should she go back to the e-mail from Jenn? Ken suggested a call to him. Cathy suggested that you put it in your browser as a favorite. You will have to log in when you follow a link to an e-studio document. Make sure you upload into the correct folder. If you save something to workspace it may be deleted as everyone would be able to see it. Do not use the sign out feature as it makes things difficult for the system. It's a feature that you should not need.

NEVER use select all when you are sending an e-mail out. EVERYONE in the entire system of the BDS e-studio would be sent the e-mail.

Ken will send presentation to Cathy to share with members.

Cathy thanked Ken for his presentation. He also offered to come back if Council needs more assistance.

Legislative Update

Heather – bills are beginning to come out with full language. Starting our list and will monitor. A few are coming out re: managed care. One to do overlook and see how step one worked. Will seek a seat on this committee.

Jonathan said all house bills are turned in. Senate still has until the end of the month. Cathy – not sure if these are yea or nay bills at this point. Heather and Jonathan agreed. Are some that could affect our community. Hearings begin in January. Some bills are of a concern, such as SB193 voucher for special ed. This bill will have to be voted on. Bonnie taking the lead on that one. Yesterday voted OTP with amendment. Bonnie tailoring response. Feels will only be killed by full house. If passes then \$ can be used for private and/or religious schools. Family would have to sign away IDEA rights. Concerns for segregation. Voucher is only for \$3600. Deb noted that there have been a crop up of charter schools who are saying they deal specifically with sped concerns. This bill is supported both by the Governor supports and Republicans. Jim Piet said if it does pass we need to educate families about what this means if they do move their child. Loss of IDEA access. Bill will have to go to fiscal and committee of conference, etc There are still several steps for the bill before it can become law.

Speaker of the house may be changing. (moving to Dept of agriculture) Some felt this was a done deal, others weren't sure. New vote on November 30 for new speaker.

Confidential LSR re: prioritization of the waitlist. Trying to figure out the intent. May weaken the full funding legislation of 171A. Don't panic yet. But we do need to be vigilant. Lisa discussed the concerns regarding the bill. Cathy indicated that system works best with flexibility. Should we suggest "preferred" prioritization maybe in the rules. Karen gave an example of how this currently works. Isadore recognized flexibility is good however having set standards also helps to look at how decisions were made. Jonathan indicated policy would allow for this. Lisa indicated the higher priority would be to ensure the full funding of the system. Cathy agreed and indicated this would be another reason to keep this language out of the law. Prioritization is a distraction.

Stephanie asked what is the process of the Quality Council taking a position on legislation. Cathy – need to vote, someone must agree to write the letter, text must be approved, Cathy write and send letter. Votes can be done by e-mail but meeting only every other month and Jenn only available part time so this is challenging. We are often standing behind our membership but not doing it on our own. Council does not have the ability to respond quickly. Hope to address in our strategic planning process.

Jonathan indicated position is to be made regarding access as a priority indicator. Cathy concerned that it removes the ability to talk about individual choice, etc... best practice in regulations would be a better way to meet the need. And this is always second to full funding.

Stephanie – Wanted to let people know of a federal provision that may be helpful to individual with disabilities. US DOE is discharging school loans for people who are totally disabled. IRS has not caught up with the DOE however and it is causing difficulty. Isadore is working on this. There will need to be continued advocacy for this. Cathy – Isadore you could write a letter, send it to all and if everyone agrees a letter could be sent from QC.

Jim – 4 years ago my wife told my daughter she would go in on half of her college. But since then she has lost her ability to work so cannot pay those loans. Isadore indicated she didn't think it covered that

type of situation. The school loans had to be those of the student and the student must be totally disabled.

CAP update – motioned to go into non-public session Jonathan seconded by Karen. Role call vote all indicated yes. Cathy requested that there be no minutes taken until a return from non-public session.

Jonathan moved and Stephanie seconded to come out of non-public session. Role call voted unanimously

Karen discussed work occurring with the Area Agencies as they prepare response to CMS on Conflict of Interest. HRST has a platform to house the service delivery aspects. Regulatory looking good. But implementation may need to be looked at. There may need to be a greater role for BDS regarding choice when doing oversight. They are considering adding questions to the oversight process.

CSNI has collected data from all agencies regarding RFP responses. How many are sent out, when, response rate, date, basically number of choices for people across the state. The results were provided to BDS.

Stephanie – anyone questioning why people not responding. Jonathan – no. people not responding don't say why.

Jonathan – average out to 5 and average response 1. Deb – is there a response based on need? Jonathan at CSNI looking at SIS scores as an indicator if that's where the response rate gets stratified. Does higher SIS score relate to less response to RFP. Debra expressed concern that higher need response of one leaves no choice to family. No guidelines to address this.

Stephanie – how many times residential is really the only option. They are at smaller residential sites which are institutional even though we don't have an "institution".

Kenneth – what is risk to AA system? System has been in effect for close to 40 years operating well. Why is COI an issue now?

Kaarla – Can't answer that question but it is imperative that we come into compliance. Risk of 50% of our funding.

Lisa – CMS changed it's rules. These rules were not set up with our system in mind.

Deb – AA's must take care of themselves. Some changes may need to be made. Own your own accountability. What do we need to do to be progressive. Parents have also gotten more sophisticated. You may need to become more standardized.

Cathy – changes to AA system have occurred since it's inception. Changes made due to need, etc.

Lisa- Will there be a report?

Kaarla – will be giving information to Chris and she will make the decision as to what will be sent out.

Cathy – continue to keep on our agenda?

Kaarla – yes, continuing to have listening sessions. Having forums with families that NHFV is helping with. Survey and forums are happening. A ten aspect report will go to each aa that will go back to each one based on what they told BDS.

Cathy – should these sessions always be non-public? Front end or end of meeting.

Kaarla – yes and the front of the meeting.

Cathy to schedule these sessions for the 10:10 slot each meeting so please get here on time.

Lisa met with California vendors people – they are conflict free – but CA system is more tense. Kaarla suggested that the hat goes on and off as needed in NH so while we may not “feel” tense that doesn’t mean things are not being addressed.

Lisa felt there was a stark difference in the feel – not judging it either way.

Stephanie – reflective of why COI is an issue. Natural conflict when you are advocating for services to AA and you are the service coordinator under the AA looking for direct service from AA.

Cathy – annual meeting discuss the make up of the council. The group representing those who may not agree but need to recognize the opportunity here. Want to increase visibility of this group. All areas represented, legal, aa, education, state, etc... powerful group. As a council can weigh in as a collective group. Keep in mind as we embark on strategic planning next year. My goal is to have those in key places ask “what does the council think about that?”

Linda: Living Well: Got the grant because of what Cathy just said. Georgian, Virginia, NH all have a quality focus. Comprehensive assessment related to individuals within HCBS looking at systems. Ours is more mature. Learn from mistakes, continue to grow. Hope to take things we do and share it across the country. DRC, CSNI, ABLE NH, BDS, People First, IOD are included.

Built in \$ for strategic planning. IOD will do the contract.

Cathy - Extended the RFP until January. Two very different bids. Looking for one or two more. She was uncomfortable with the discrepancy between the two.

Highly likely that Mary will be reporting monthly on activities of the grant. Will go on the agenda beginning in March. Other members on QC will also be working on this project.

Data collection

Waiver sub assurances – how to collect data

Add a ? to quarterly

Dsp and service provider training.

Self Advocate led and self advocate designed training.

Lisa: Andy Emparado and AUCD are strongly advocating away from the term self-advocate. To remind everyone that advocate is advocate. Otherwise it is segregation to have two separate terms.

Abuse and neglect – will look at systemic excellence. Where we are strong and where changes need to be made. Inspector general did some surveys and found in other states it is deplorable.

Kaarla – has heard that our stats are much better than neighboring states.

There is concern that Incidents are not being reported. Are there examples of things that should be reported being found in notes, hospital admittance, etc.

If we are doing things better than we would share our experience.

Early id of health issues and supports. Look at hrst and does it provide the opportunity to identify issues early?

5 year grant. Kudos to Linda for the quick turnaround of the rfp response.

Lisa & Debra –

Did a survey at the DSP confernt. They had a 73% return rate. 5 question survey. Easy to fill out so very pleased with response. Survey indicates that we need to go on a deeper level. Review of power point.

Deb- when you link your training with your feeling of value there is correlation. Lot happy to be in the profession but not happy with trainings. She spoke with people that they felt their training was high quality.

Lisa can look at comments next month.

Discussion of additional needs for information to then come out with any recommendations.

Question 5 was not sent to Lisa and Deb by Jenn. Nee the answers to this question.

Deb would recommend that we do more interviews. Would take some planning.

Cathy – getting to family managed and ones to work for agencies. Still believe we need statewide listserve for dsp's. How would it be set up, managed?

Deb – currently only asking dsp's in the dd world.

Lisa – also had to click the button done. Concern that many did not do that.

Able NH is providing facilitation of a bi-partisan disability caucus. To feed legislators information for advocacy. Caucus would then let agencies know who needs to receive additional information. First sign on is November 30.

Stephanie – Rules Committee. Met briefly. Got list of proposed rules and regs. First one to tackle is Hem 1001 re community residences. Committee members will look at them and then meet on January 8 to go over as a group. Will make recommendations to full council in January. 20 minutes on agenda. Stephanie also needs to talk to bds to see if they can give input before regs are written. Feels this would be better than responding after regs are out for comment.

Cathy suggested Stephanie reach out to Kaarla to get that support. Stephanie has talked to Melissa but will also reach out to Kaarla. Group will look at larger issues rather than minutia of specific wording. Mary St. Jacques will join the rules committee.

Cathy – Cathy would like to compel new members to join a committee. Currently three who are active. Workforce, transparency (dissemination of information), rules. Brief explanation of committee work. Please let Cathy know by January your choice of sub committee.

Expiring in 2018 and committee will be looking at Hem 523 family supports, HeM 520, Hem 522 eligibiity abd, Hem 1001.

ABLE NH will need 20 minutes to share info from survey they did.

Lisa suggested Quality Council talk by March about woman receiving news coverage about her son's hospitalization. She has a professional working with her to produce a documentary potential pushing the need for an institution in NH. ABLE NH's contention is that the system failed her – school and aa. Able concerned that a provider would put this person in front of the governor to promote this message. Concern about the message. Quality council needs to get ahead of this narrative.

Cathy – anything coming out from this council must revolve around quality. Gov reaction – not re-opening Laconia. Mom not asking for that but said we need something.

Lisa – we need to make it clear that the system needs to be more robust as this woman is very compelling.

Cathy – need strategy, not just against it. In crafting must have other ideas.

Deborah – quality council needs to look at what happens to our high need children and adults. We need to make a statement about this marginalized group.

Cathy – have more individuals with high need are eating up a lot of \$ by necessity. Is anyone looking at it?

Ken – yes, there is an intensive need work group.

Cathy – can we have QC representation

Emily - Intensive treatment services statewide group already exists. Jonathan could potentially report out on it. We could feed info to him.

Lisa – We don't have capacity for this group of individuals in NH. Crotched?
Deborah indicated that Crotched tried, couldn't do it and are going back to their foundation of service.

Matt Ertas is consultant to ITS group. Looking at developing multi tier system in NH. Easter seals, IPP, Beckett an AA's are on the group.

Cathy will reach out to Jonathan to give the council an update of what they are doing. Council can then give feedback to him to share with the group.

Good news:

Caucus

Deborah – we have found out that my son can read which is great news. Now have great data to push back on education. Deaf-blind kids getting minimal assistance when kiddo is non-verbal deaf-blind.

Stephanie – DRC working on accessible voting. Last elections in Concord was the first one to be accessible. Were some technology difficulties but they actually had them. Vote on a tablet. Anyone can use it.

Deborah – Need pictures on it.

Cathy – need Chris Sununu to do a PSA on this.

Motion to adjourn by Deb, seconded by Mary St. Jacques Meeting adjourned at 12:50

The Developmental Services Quality Council provides leadership for consistent, systemic Review and improvement of the developmental disability and acquired brain disorder Services provided within New Hampshire's developmental services system.

DEVELOPMENTAL SERVICES QUALITY COUNCIL

MINUTES

Wednesday, September 20, 2017, 10AM – 1PM*

NH Council on Developmental Disabilities

2-1/2 Beacon Street, Concord

Council Members: Cathy Spinney, Sarah Aiken, Adrienne Evans, Kaarla Weston, Linda Bimbo, Lisa Beaudion, Deb Opramolla, Johnathan Routhier, John Richards, Brian Young, Stephanie Patrick, Isadora Rodriguez-Legendre, Denise Lapierre, Robert Arnold, Jim Piet

Members of the Public: John Eriquezzo, Kenda Howell, Karen Kimball, Heather Donnell, Emily Menire

Jennifer Pineo, NH Family Voices – Admin Support to the Quality Council

Review status of open seats – Ken Ferria from Region 10 will fill the board seat in November. Enhanced Family Care Seat is still open

Approve July minutes

Motion to approve Minutes by John R, seconded by Deb – All in favor, motion passed.

Workforce shortage workgroup update – (Jonathan Routhier)

Patrick Miller was at the last CSNI Board meeting to review the data. The entire report will be uploaded to EStudio. There is a real challenge to fill vacancies, turn over rates have not declined over the past year. The report only shows the Area Agency They will be looking at capturing some exit survey data

There was a question if there any thought to bring the DSPs into this process to look at some of the problems and ideas for solutions? Has the committee thought of having families included as well to help educate and raise the standard?

Concern was raised that Self Directed is not included in this picture. Is that being considered for somewhere down the line? Some agencies do report their PDMS staff in there. There is discussion happening on how we can get that data and how can we strengthen that. Also asked if In Home Support was included in this and they are only included if IHS family has asked the AA to help with finding staff

There was another state that did a video around DSPs. The PPN is looking at doing something similar (working on logistics around doing this).

It was noted that this information was meant for the Quality Council members only.

Strategic Work Plan Proposals/Discussion/Financial commitment

It will be sent out again to try to get a third bid. Sarah will contact the second bid and let them know it is still in consideration and the Quality Council is looking for a third bid.

Corrective Action Plan update – (Karla, BDS/Sarah Aiken)

IHS and PDMS may not be included in the CAP, this is still in discussion with CMS. These services the AA are fiscal intermediary so they may not fall within the CAP. Conflict of Interest and Vendor Billing is what the CAP is currently focusing on. BDS has developed a mapping tool and is working with the Area Agencies to get this completed. Looking to get information on who the Area Agency are working with as vendors within and outside of the state. By October 5th they will have met with all the area agencies to go over the mapping tool. Some open-ended questions around Firewalls and what NH has a definition for firewall are being asked. Asking Area Agencies how they define this help create a definition for NH. There are questions around when families are given information about choice. There are some opportunities to look at the HRST and ask questions about choice within that tool.

There have been some stakeholder meetings. The next one is October 5th at the Chapel in Main Building.

Question the goal is to satisfy the CMS regulations. They are looking to ensure the waivers are protected and the funding is available. Families do not always know what they can ask for and when they can ask for it. There was discussion around conflict free case management and what it means to families and professionals.

How do we make this family friendly?

BDS will be doing a survey and it will be important to get that information out to families. BDS has been in discussion with NH Family Voices to do the survey.

It is important to have a high bar for case managers.

ABLE NH has a survey out on Area Agency Transformation if people want to share it covers a variety of topics.

NHFV was asked to do the forums and survey as an independent agency.

Need to be very clear with families that there is really a choice. It will be hard for families to give feedback when they have only experienced one way.

Will the forums be recorded – Yes and will be transcribed but information will be redacted, but the recordings will only be used for reference and will be kept confidential. Chris Santaniello is now the Director of LTSS, this is a new division and Sandy Hunt was promoted to Director of BDS. Did also hire a data clerk.

Question – who will the new medical director – no one definite yet.

SB553 workgroup update – Denise Colby, Sarah Aiken

Have not had a meeting – Next meeting September 26th at the LOB.

Currently focused on CFI and Nursing Home Services

Sub-Committee Reports

Domains – Needs new Chair (not reporting)

Transparency – (Adrienne) – will be meeting right before the Quality Council meeting. Would like to have representative from CSNI and the Bureau. John R and Kaarla. Is it possible to develop an independent website – this should be put forward as an initiative.

Workforce Training – (Lisa Beaudoin) Robert, Lisa and Deb. Lisa is the chair. The idea that was generated was the DSP conference is coming up and getting permission to be at the registration table and have three questions for the DSPs

Focus was what is the path to quality training

1 do you or do you not feel valued

2 do you feel you received a high quality training

3 did your training empower you to feel like a professional

Can we follow up with you and get your story?

This would flow nicely into the video that PPN is looking at having done at the conference.

If you have any follow up thoughts on these questions or this process please send an email to Lisa, Robert and Deborah.

Rules Review & Recommendations (Stephanie)

This committee has not met.

Legislative Update (Sarah Aiken & Stephanie Patrick)

Federally Education and Mental Health are up for federal comment now.

Health Care Reform Bill – some concerns around Katie Beckett services in NH and who they would be effected by this bill.

ADA Reform Act – Was just passed by the house committee.

State DRC working on the Due Process around being involuntary committed to NH State Hospital. They are doing a pilot within 5 hospitals to use the video system to give access to the hearing earlier.

They are looking to have the hearing happen before they are in the State hospital.

Question and concerns around if this would mean a family would have to go through the process twice (when in Emergency Room and then again at the State Hospital). What hospitals is this being piloted at, as some families may want to avoid these hospitals if they are concerned and want their family member to go to the State Hospital.

Due process protections

Additional information on the due process protections is available here.

<http://www.unionleader.com/health/State-develops-due-process-plan-for-mental-health-patients-090629017>

There are 4 hospitals participating in the pilot program: Catholic Medical Center in Manchester, Dartmouth Hitchcock Medical Center in Lebanon, Southern N.H. Medical Center in Nashua and Spaulding Memorial Hospital in Plymouth.

US Dept of Education request for comments on the repeal, replacement or modification of laws, regulations and non-regulatory guidance in response to Executive Order 13777

.Submit comments here: <https://www.federalregister.gov/documents/2017/06/22/2017-13157/evaluation-of-existing-regulations#open-comment>

Comments are due today, September 20th.

ADA Reform Act

I believe that Cathy already sent an alert on this issue. In case anyone missed it, here's some information from our national office.

<http://www.ndrn.org/en/public-policy/ada-a-civil-rights.html>

LSR - House – September 22nd Senate – October 2nd. Sarah will send out her list of LSR's out. There is one bill that looks at the DD Council and is trying to combine the DDC with the Governors Commission on Disability.

The council will need to consider as bills move along if we want to take a position and write a letter regarding any legislation that is upcoming. These are decided on by the council on a case by case basis.

Election of Officers

Nominations were as followed

Chair – Cathy Spinney Vice Chair- Sarah Aiken John Richards motioned and Deb Seconded

Chair – Sarah Aiken Vice Chair Cathy Spinney Kaarla – Deb O Seconded

By anonymous vote of the Council – the officers are Chair – Cathy Spinney Vice Chair- Sarah Aiken

Old/New Business

How do we get the Quality Council known to families and other entities? This would be discussed when we have a strategic retreat.

Other/Announcements/Public Comment

Emily will be taking Brian's seat on the Quality Council. Thank you Brian for your tenure and you will be missed.

IOD is still looking for an IOD Director. Have currently identified 4 candidates and will be doing zoom interviews. They also do interviews that are open to the public where the candidate does a presentation and then is open to question and answer.

ABLE NH is doing a training on non violent direct action protests.

Next Meeting: Wednesday, November 15, 2017 from 10:00AM – 1:00PM

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DEVELOPMENTAL SERVICES QUALITY COUNCIL

MINUTES

Wednesday, July 19, 2017

NH Council on Developmental Disabilities 2-1/2 Beacon Street, Concord

Members In Attendance: Sarah Aiken, Jim Piet , Adrienne Evans, Jonathan Routhier, Lisa Beaudoin, Robert Arnold, Mary St Jacques, John Richards, Brian Young, Isadora Rodriguez Legendre, Cathy Spinney, Sandy Hunt

Others In Attendance: Tobie Davies, Heather Donnell, Jenn Pineo (Admin Support)

Review status of open seats – Enhanced Family Care, AA Board Member

Approve May minutes Sarah Motioned to approve, Brian seconded with edits all in favor – minutes approved.

Employment Report with Q&A Sandy Hunt, BDS and Tobie Davies, IOD Reporting

There have been staffing issues since Denise sleeper left. The leadership committee does have to follow the He-M 518.11 Rules. Discussion around Committee Membership and Data Report July 1- Dec 2016 2016. This is a quality improvement process, so the committee is working on the data collection process and working to debug the process. The committee looked at different trends (Gender, Age, Full Time vs Part Time). They is siscussion on changing the dialog from do you want to work to what will you do for work. What are the significant history/events that contributed to this culture? Vocational Rehabilitation is not always included in school transition planning. There can be many reasons this could be happen.

Kevin Stevenson from VR could inform us for what changes have occurred.

Customized Employment – Reduces the need for supported employment staff. You work with skill and talents of individuals and work with a company using a job developer that is willing to customize the work to the individual.

Is there anyway to collaborate on Employment with the New American population?

Workforce shortage workgroup update – (Jonathan Routhier)

The work group is still doing data collection. Trying to gather data on open positions so they can create advocacy around the issue. Takes on average 4 months to fill DSP positions. Question if this data shared by CSNI or BDS to the legislature. CSNI has shared, was not sure if BDS had shared it. Could this be presented to the oversight committee to see why the funds may not be immediately used. Sarah has been in touch with HHS Oversight in regards to this issue.

Low wages, no holiday pay or vacation time. DSPs are not paid mileage so that creates an issue as well. The wait time for background checks and MV checks can create an

issue because if people are made to wait before they can be hired. Heather noted there was a bill (SB 152) that allowed nursing homes to work under direct supervision while waiting for background check. Part of the LBA audit was to start looking at the reasons for lapse. There is a weekly tracking system in place.

In May 269 people were projected to start 234 had started services that is 87% of the people that were delays 12% family request 10% not able to secure vendor agency 40% staff provider recruitment 7% eligibility 3% to PA issues 4% emod of vehicle mod 25% other Has anyone looked at the demographics of this situation – people are getting older and not as many younger people coming in to the workforce.

Families are concerned that budgets will get pulled due to not having staffing.

Strategic Work Plan Proposal/Discussion/Financial commitment/Vote

See handout regarding the proposal. Concerns around the cost. This amount seems really high. (\$125 per hour). Adrienne suggested Jenn Pineo. Cathy thought it would be better to have a fresh eye. This proposal is for the council to have a strategic work plan. To help us to have structured goals and timelines to help the QC move forward.

Robert Arnold recommended Chuck Baylor.

Sarah will write an RFP to send out.

E-Studio refresher Defer to next meeting

<https://nh.same-page.com/studio/v7/>

SB553 workgroup update – *The committee is looking at the information that was provided to them and have not met, the will be regrouping after the summer*

Stakeholder for Conflict of Interest - (Sarah Aiken)

The initial group met. There were members of public in attendance. Next meeting is in September. Chris did note at the meeting that there has been rumors that there may be changes to the number of the Area Agencies and there is no current change in the plans. They are right now looking at the gaps and looking at what this will really look at. Cathy noted that there was concern about back door consolidation. Sarah noted that the regs say AA has to be regionally by the director but there is nothing that says how many AA they need to be. Sarah asked for more time up to one hour to discuss this at the next meeting to have recommendations to go forward.

Sub-Committee Reports

- Managed Care – *work suspended*
- Domains – *work suspended*
- Transparency – *(Adrienne)*
- Workforce Training – *(Lisa)*
- Rules Review & Recommendations – *(Stephanie)*

No Committees Reported. Cathy asked that all committees meet prior to the September meeting. Jenn offered support in creating doodle polls for meetings and taking notes if that would help the committee

Legislative/Budget/Waiting List Update (*Sarah Aiken*)

September 6th is first day to file any legislation in the house, 21st is the last day.

Sarah will be doing a meeting in August to talk with people about what they want to do for legislation. Budget Update – did not get all of the funds we needed for the waitlist, did get 25% increase for ESY. AA and Vendors have to submit a plan to use these funds to BDS. Some discussion about the way this 25% was mandated to be spent.

Area Agencies lapsed less than 2% there was no reallocation this year.

Old/New Business

None

Other/Announcements/Public Comment

None

Sarah Motioned to adjourn the meeting, Brian seconded. All in favor – meeting adjourned.

Next Meeting: Wednesday, September 20, 2017 from 10:00AM – 1:00PM
THIS IS OUR ANNUAL MEETING AND ELECTION OF OFFICERS

The Developmental Services Quality Council provides leadership for consistent, systemic Review and improvement of the developmental disability and acquired brain disorder Services provided within New Hampshire's developmental services system.

DEVELOPMENTAL SERVICES QUALITY COUNCIL
MINUTES Wednesday, May 17, 2017, 10AM – 1PM
NH Council on Developmental Disabilities, 2-1/2 Beacon Street, Concord

Members In Attendance: John Richards, Mary St Jaques, Deb Opramolla, Heather Donnell, Brian Young, John Richards, Cathy Spinney, Sarah Aiken, Adrienne Evans, Isadora Rodriguez-Legendre, Lisa Beaudoin, Stephanie Patrick, Kaarla Weston, Robert Arnold, Laurie Giguere

Additional Attendees: Jennifer Pineo – Admin Support, Melissa Nemeth – BDS to review complaint investigations.

Review status of open seats – Enhanced family care provider, AA Board Member.
Approve March minutes Sarah Motioned to approve with edits, Brian seconded the motion. All in favor- motion passed

SB553 workgroup update *Sarah Aiken reporting*

They are in the process of reviewing the documents that have been provided. They will come out with a response from the department and they will then schedule another meeting.

Workforce shortage workgroup update – *Heather Donnell Reporting*

Heather handed out a document – see attachment

PPN has only been collecting data for two months. –

Question is the graph (page 8 lower graph) looks like there is a 85% vacancy rate when it is actually 15%. Needs to be clarity on if it is vacancy.

Question – would like this broken out by Regions?

The quality council would like this reported on at every other meeting. It will

There are 10 Providers included because that was what they agreed to pay to be included in the cost of collecting the data.

Question do the 10 that are included are a sample that is reflective of the whole network – Consensus was that it does.

Cost is to get the software and the data report. It is difficult to get this data together.

What are the strategies moving forward for using this data.

Data strictly focused on ABD/DD

This data is not for PUBLIC DISTRIBUTION. It can be shared within your entity but not to be widely distributed.

Follow up discussion regarding a Strategic Work Plan (review minutes)

BDS – 20% of the total, IOD – up to 2500 , PPN - Brian will ask. DRC – No funding available to support this, DDC - \$2000, CSNI – waiting for a response.

Once we identify that we have the funds we will get a quote from the facilitator then Cathy will create an ad hoc committee to work on the strategic plan.

Sub-Committee Reports

The goal of subcommittees to do the work between meetings. The quality council is having a hard keeping up with this. If we cannot keep up with the work between we would have to go to a meeting each month. There is a list of duties in the law and we need to recommit. The strategic plan will help to give us a timeline and to give us focus. One suggestion would be to use the time that is set for the QC (10-1 every third Wednesday every other month).

There was discussion about all of the committees and their descriptions.

- Domains – *Needs new Chair (not reporting)*
- Transparency – *(Adrienne)*
It has been difficult to set up meetings with everyone on the committee.
- Workforce Training – *(Needs Chair)*
- Rules Review & Recommendations – *(Ben)*

Review Complaints – Melissa Nemeth, *BDS*

The data goes back to 2008 but the document only shows back to 2013.

The number of complaints has been relatively consistent.

Some calls cannot be investigated because they are not paid to provide the service. Those are referred to the BEAS.

Fewer informal complaints – service violation not rise to the level of abuse/neglect.

Who is the majority that submits the complaints? Often it is someone from AA staff that someone reported to them – this is antidotal no data is collected.

Question about if the report (even redacted one) is available to the person that was accused. This is under HEM202 – it is very specific on who can see the report. The provider director of AA and provider and the individual. HEM202 – even describes how it can be brought and shared with the board. These cannot even be released under the Right to Know request and this has been backed by the Attorney General.

The complaint does not make employment recommendations within their report it is up to the AA or provider. What constitutes abuse, neglect, exploitation

HEM 202: http://www.gencourt.state.nh.us/rules/state_agencies/he-m200.html

Question about lower numbers of complaints – usually the lower number is often more of a concern because they wonder if people know to complain or they know where to go to file a complaint?

Reports could be called in as an abuse, neglect or exploitation but they can be founded a different level and that is important to note.

It is important to note that BEAS has a registry BDS does not. So the reports from BDS are not in a file. BEAS reports are included. BEAS is under different regulations.

Question: Is there a way to track admin complaints data – it is not tracked but there is a process. Sarah will send to Adrienne to review for the Transparency committee.

Sarah will include everyone in her email update on less

\$57 million in new funds \$48 goes to continuation of services. Rest goes to wait list.

A – those turning 21 and were already identified for services

B – newly identified – aging caregivers – those that just moved here for example.

C – Getting services already but need additional funds for service – caregiver change, new diagnosis – it is important to note that this also needs to be based on an assessment of clinical need.

Currently 232 waiting for services. Eligible and ready to receive services vs a projected service need of someone that is going to need services at a time in the future.

What is the amount needed - \$18 million in general fund dollars – this will be matched with federal Medicaid dollars.

Legislative/Budget Update Sarah Aiken

Budget – The budget is in senate finance right now. They will be voting as a committee next week, then it is brought to the full senate for vote. It is anticipated to pass. They are working on the governor's budget and some of the work the house did, although the house did not pass a budget. The budget will go to committee of conference and then it will go back to both senate and house to be voted on again then it goes to the governor.

ESS - For future meeting invite John Capuco to discuss the prioritization of the ABD waiver.

Additional funds for Early Supports and Services. They have not had a rate increase since 2007. Asked for 1.3 million in each year of the biennium. This was a 33% increase asked for, will be getting a 25 % increase.

There are additional kids coming in because of the opioid crisis. Not sure how to get a handle on that yet and really need to look at the data.

SB155 – Regarding the delay for Medicaid Managed care, focused on CFI and nursing. The date is for the waivers to not begin until 2019. They have added \$100,000 for a study committee on this process so it is in Division 3 Finance – it has been retained and will work on it within the budget.

SB8 – Bill that allows public dollars for nonpublic schools. Goes to vote Thursday. They want to force a floor amendment to add protections. The issue that the DD community potential has with this is that it put no protections that the private school will have to provide the services to children with IEP services.

New Business

Handouts were given out for the 2014 CMS guidelines around conflict free case management.

CMS 2014 Guidelines had 3 main components:

1. Person Centered Planning
2. Conflict Free Case Management
3. Settings Requirements

PCP is a robust way with lots of discussion and involvement of those that care about the individual about where they want to be. Health Risk Screening Tool (HRST) Supports Intensity Scale (SIS) These tools are a way to be in compliance with the assessment based person centered planning requirement.

For conflict free case management they did a deeper dive to see we were not in compliance to the depth that the new regulations required us. ABD and CAP has been approved. In Home Support waiver was approved but need to look at case management. Waiting for the DD waiver to be approved. The CAP is the process – it is a plan to make a plan. Kaarla is tasked with carrying out the CAP Process.

Will be looking at systems mapping and surveys to look at this.

Quality Council is a named stakeholder – Cathy has appointed Sarah to be Quality Council representative with Cathy as alternate.

BDS Update – Kaarla Weston Reporting

Cheryl Bergeon is back at BDS as the nurse.

Jen Doyt – was hired as a CFO for BDS

Fatality Review IEFB has drafted

NCI – add link

AA contracts are due today.

ABLE NH is having its annual membership drive at the EVO rockclimbing gym

Brian motioned to adjourn Sarah seconded. All in favor, meeting was adjourned

Next Meeting: Wednesday, July 19, 2017 from 10:00AM – 1:00PM

The Developmental Services Quality Council provides leadership for consistent, systemic Review and improvement of the developmental disability and acquired brain disorder Services provided within New Hampshire's developmental services system.

DEVELOPMENTAL SERVICES QUALITY COUNCIL

MINUTES

Wednesday, March 15, 2017, 10AM – 1PM

NH Council on Developmental Disabilities 2-1/2 Beacon Street, Concord

Conference Call # 1-866-951-1151 Conference Room # 907-596-444

In Attendance: Cathy Spinney, Sarah Aiken, Adrienne Evans, Isadora, Robert Arnold, Lisa Beaudion, Mary St Jacques, Kaarla Weston, Elizabeth, Denise Lapierre , **On Phone:** Laurie G **Guests:** Jen Cook Employment Report & Jenn Pineo NHFV admin support

Welcome & Introductions

Review status of open seats

DDC – Self Advocate and Enhanced Family Care Provider

CSNI – Board member

Approve November minutes (January Meeting Cancelled)

Motion To accept: Deb, Robert Seconded All in Favor

Abstained: Laurie, Lisa, Sarah

SB553 workgroup update – Sarah Aiken

Review this link for more information: <https://www.dhhs.nh.gov/sb553/index.htm>

This bill was passed last year, looking at moving forward with Medicaid managed care, looking at CFI and nursing home, once this is complete they will make decisions about DD. Have been meeting about a year, they have broken into subcommittees (CFI and Nursing Home).

Last meeting both committees gave updates to the full workgroup.

Commissioner was very clear at the last meeting he is moving forward as the Governor has directed him too. The commissioner believes in the importance of 553 and their job is to implement CFI and Nursing homes at the rate that governor has asked him to do.

There are no plans to move forward with managed care for the DD community at this time. There are alternatives being looked at in the DD system. They have not removed it from the table completely.

The subcommittees were asked to break into the two groups and to come up with what they thought were the best mechanism to include this. They were struggling with the fact that neither CFI or Nursing Homes wanted to be a part of.

Managed care is a way to pay for the services, the MCOs are the organizations that provide this they are not managed care.

One presentation was clear cut data and the other was more big picture of the process.

County Nursing homes are saying stay away from us. Private Nursing homes are saying you are only paying us 50 cents on the dollar and let us at least look at the contract and what you are proposing.

The presentations both pointed out that there were a lot of questions still and they were not sure what the MCOs would bring to the table and what it would look like. The message was we need more time.

553 is having challenges related to some of the legislation and amendments happening.

The work for 553 is ongoing and is currently planned to continue.

Workforce shortage workgroup update – Jonathan Routhier Not reported

Follow up discussion regarding a Strategic Work Plan (review minutes)

Cathy got some info on what the strategic plan for Community Crossroads cost as a starting point it cost \$12500. We would try to coordinate some sort of retreat to trouble shoot the strategic plan goals.

DRC, DDC, IOD, BDS, CSNI to look for funding.

Quarterly Employment Report – Jen Cook, BDS

As of July 1st, Sandy Hunt will take over as chair for the employment committee. The Report is still not ready, there were some glitches that needed to be cleaned up. It will be published very soon. The data pull for the second report has already been done. So the second report will follow shortly thereafter. They are tweaking how they are looking at the data, they are not tweaking the data itself

Question – can we track what barriers there are to becoming employed.

There has been some discussion around this, but there needs to be more discussion.

They had tried to put together a training around how to fund employment. There is a lot of disparity around knowledge and training around this area. They want training to be clear in purpose of the training to make it most effective.

Comment – people are concerned they will loose benefits so make sure that is included in the training. Including information about MEAD.

Question The NCI looks at some of the Employee and is there any interface with the employment report

They are trying to figure that out. May need to add NH specific questions to the NCI.

Question – the vocational assessment tools that are being used are not always as useful to individuals with higher needs.

Committee now has representation from all ten area agencies and the vendor agencies. They are working on sharing information.

Looking to lead by example and to share stories. Need to do some strategic planning around this. Need to draw on membership and their expertise.

Question about the cost of collecting this data. This does not cost any additional money to collect the data. Creating the report does cost money. There is a cost to disseminate the information through the IOD. This may be a better question for Sandy. Kaarla mentioned that what the question addressed is a cost analysis of the cost of providing the report.

Question is there anyone receiving services on committee – not yet. The committee wants to have a full understanding of their charge before adding others.

Question about benefits – where do we go to get the information – Kaarla pointed them to mead and that there is a contract with GSIL to look at this.

State wide transition plan meet the Home Community Based waiver requirements.

Waiting to get approval.

Ad Hoc committee created to produce a DVD around Employment benefits within the next 6 months. – Isadora, Mary, Kaarla, Jen Cook, Lisa. Jenn will email all of them to connect them.

There was a question about the employment leadership awards and concern that there are no full time jobs coming out of those that won the awards. Employment is a complex issue and all of the aspects of it are complex. How do we include the person that is receiving services in the discussion about what the employment options for them are.

In the report you will see we are not doing as abysmally as had previously thought.

Question - Is the numbers looking at just the center of the bell curve – numbers are looked at in a variety of ways.

In closing there is a lot more to do and they are moving forward as a committee.

Sub-Committee Reports

Domains – *Needs new Chair (not reporting)*

Transparency – *(Adrienne)*

We are working on data collection and will analyze the data. We are looking for gaps in information, things they are not able to get information on and those will be the target areas. Lori is looking at FS Councils and Ann is looking at the services coordinators. Are there areas we can look at with AA to develop some consistency.

Workforce Training – *(Needs Chair)*

Rules Review & Recommendations – *(Ben)* –not reporting today

Employment Benefit DVD – Isadora – formed at this meeting

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Legislative/Election Update *(Sarah Aiken)*

SB155 – bill from Senator Sandborn originally put a 2 year delay on CFI and Nursing home. (Everyone has agreed that DD will happen will not until CFI and Nursing home has happened). There was a public hearing. This bill was in the exec committee yesterday in the senate. There was an amendment that was believed to be a compromise

with the governor's office – they would be willing to put off beginning services CFI and Nursing home – January 1, 2019. This amendment passed unanimously in the committee. The AA didn't take a stance on 155 – primarily because it did not technically deal with DD (they are not for or against). There is an expectation when this goes to the senate floor there will be another amendment on the floor. We have not seen the floor amendment yet. Senator Bradley was looking for language around DD services shall not begin before July 1, 2019. There is no clarity about the confirmation of the language and the AA have yet to agree to this yet. This has all happened in the past day or so.

House in budget process has a proposal to go to HB2 that says there will a delay in any implementation of CFI and nursing until July 1, 2019 and an appropriation of 100k to get a consultant to look at this. This amendment is strongly worded around the Counties.

SB155 http://www.gencourt.state.nh.us/bill_status/Results.aspx?q=1&txtsessionyear=2017

There will be an amendment on the floor that I will send out to the committee as soon as it becomes available.

HB620 – Bonnie Dunham led the charge on this. There was an amendment that said the State Board would look at the fiscal impact before passing any legislation. (they do this anyway).

SB153 http://www.gencourt.state.nh.us/bill_status/Results.aspx?q=1&txtsessionyear=2017

It will be put back into the Senate in the senate version of the budget.

CMS Corrective Action Plan

Chris has had a few discussions with CMS around the corrective action plan. They have not gotten approval yet when they do they will share the information. We have had some discussions around timeframes. They agree with methodologies but differ on time frames and they are negotiating.

Other/Announcements/Public Comment

Sarah announced Senator Scott McGuilavery passed away last night. He represented wards in Manchester.

ABLE NH with GSOP is having a parent meeting in Manchester to look at the intersection of students of disability and students of color.

The DSP rate increase bill was killed by one vote. It is not currently included in the budget.

Sarah motioned to adjourn Deb seconded. All in favor.

Next Meeting: Wednesday, May 19, 2017 from 10:00AM – 1:00PM

The Developmental Services Quality Council provides leadership for consistent, systemic Review and improvement of the developmental disability and acquired brain disorder Services provided within New Hampshire's developmental services system.

**DEVELOPMENTAL SERVICES QUALITY COUNCIL
AGENDA**

Wednesday, January 18, 2017, 10AM – 1PM*

NH Council on Developmental Disabilities

2-1/2 Beacon Street, Concord

Conference Call # 1-866-951-1151 Conference Room # 907-596-444

10:00 – 10:15 Welcome & Introductions

- Review status of open seats
- Approve November minutes

10:15 – 10:30 SB553 workgroup update – *Denise Colby*

10:30 – 10:45 Workforce shortage workgroup update – *Jonathan Routhier*

10:45 – 11:00 Follow up discussion regarding a Strategic Work Plan (review minutes)

11:00 – 12:00 Quarterly Employment Report – *Jen Cook, BDS*

12:00 – 12:15 Sub-Committee Reports

- Managed Care – (*Jonathan Routhier*)
- Domains – *Needs new Chair (not reporting)*
- Transparency – (*Adrienne*)
- Workforce Training – (*Needs Chair*)
- Rules Review & Recommendations – (*Ben*)
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12:15 – 12:30 Legislative/Election Update (*Sarah Aiken*)

12:30 – 12:45 Old/New Business (Data on DSP turnover rates by region; status of collection)

12:45 – 1:00 Other/Announcements/Public Comment

Next Meeting: Wednesday, March 15, 2017 from 10:00AM – 1:00PM